



**City of Hoover, Alabama**

**Integrated Point  
of Sale and Quick  
Service  
Restaurant  
Management  
System**

**Invitation to Bid #17-015**

# City of Hoover, Alabama

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Integrated Point of Sale and Quick Service Restaurant Management System



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## I. INSTRUCTIONS FOR SUBMITTAL OF PROPOSALS

1. **Bid/Proposal Forms:**

All bidders must use the enclosed Bid Proposal Forms and Agreements (or copies thereof) to submit their Proposal. No alternate or substitute pricing forms will be accepted. All Proposal responses must be typed or written in ink.

2. **Submittal of Bids/Proposals:**

All Bids/Proposals must be submitted in sealed envelopes that are clearly marked with the Bid Number and Bid Title, as shown in the Invitation to Bid Notice.

Bids must be delivered, no later than the specified Bid Submittal Deadline, to the following address:

**City Clerk's Office  
Hoover City Hall  
100 Municipal Lane  
Hoover, AL 35216**

3. **Electronic Transmittal of Proposals is Not Acceptable:**

Proposal submittals delivered by fax, electronic mail, or other electronic transmittal methods will NOT be accepted as qualified Bids.

4. **Late Proposals are Not Acceptable:**

Late Proposals will not be opened nor accepted as qualified Bids.

5. **No Bid:**

If you choose not to bid yet desire to remain on the city's vendor/supplier list for future consideration, please submit an envelope by the Bid deadline with "NO BID" clearly marked on the proposal form and on the outside of the sealed envelope.

6. **Tax Exempt Pricing:**

Bid proposal prices must not include state or local sales taxes or federal excise tax. The City is exempt for such taxes and will provide documentation of such exemption upon request.

7. **Notice of Award:**

Records showing successful bidder(s) and price(s) will be placed on file within the City Clerk's Office and may be examined upon request.

8. **Bid Instructions:**

Bidders are asked to retain these instructions, conditions, and specifications for future reference. This document and its attachments will become part of your contract with the City of Hoover if you are the successful bidder.

9. **Inquiries:**

All questions regarding this Invitation to Bid should be directed to:

Barbara Janchus  
Purchasing Specialist  
(205)444-7504  
janchusb@ci.hoover.al.us

Ben Powell  
Director of Purchasing  
(205)444-7573  
powellb@ci.hoover.al.us

**End of Instructions Section**

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## II. GENERAL CONDITIONS

### A. PURCHASES AND ORDERS

1. Products shall be ordered and supplied on an "as needed" basis during the life of this Bid/Proposal agreement.
2. The City of Hoover shall transmit or deliver authorized purchase orders to the winning bidder to initiate each order process.
3. The bidder/supplier will not be paid for any order placed without an authorized purchase order and, further, shall not be paid until the city has inspected delivered items and approves the quality and workmanship thereof.

### B. QUANTITIES

1. Quantities are estimates only and are not a commitment to buy.
2. Commodities will be purchased on an "As-Needed" basis. The actual quantities purchased may be more or less than the estimated quantities.
3. The quantities provided within the attached Bid Proposal Form have been developed to reflect the typical frequency of purchases of each item while also reflecting the approximate annual cost of meeting the city's needs. Bidders should complete the Bid Proposal Form to extend the total cost of each item listed at the specified quantities for each item and then summarize the extended costs of all items.
4. Approximate quantities, as provided herein, do not constitute an order, but only are provided for the purpose of comparing Proposal responses to each other to determine the lowest bidder and for the purpose of determining the impact of purchasing such items and quantities on the City's annual expense budget.

### C. COMPLIANCE WITH PRODUCT SPECIFICATIONS

1. All items bid upon must meet both the general specifications provided herein and the detailed specifications for that particular item as described herein.
2. If the successful bidder fails to deliver the products specified in this Proposal, the city may not accept delivery of or remit payment for such substitute items.
3. Compliance with product specifications must be indicated on your proposal.
  - a. Please indicate "YES" if your item meets or exceeds the item specifications.
  - b. Please indicate "NO" if your item does not meet or exceed the minimum specifications.
  - c. If "NO" is selected or neither "YES" nor "NO" are indicated, the Bidder must create a detailed list of each and every substitute/alternate item in the manner described in the section below entitled "EXCEPTIONS AND ALTERNATES TO SPECIFICATIONS" and must enclose such page(s) with your Bid/Proposal submittal.
  - d. Failure to indicate "YES" or "NO" or to furnish the required information may disqualify your bid.
4. Brand names and model/product names and numbers are provided for each item whenever possible. The use of specific brands, model/product names, and numbers is not intended to restrict the bidding by any supplier and/or manufacturer, but is provided for the purpose of indicating the quality of materials, products, and service best adapted to the City's intended use.

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5. If alternate brand names, product names, or product numbers are proposed, the bidder must follow the instructions below regarding the submittal of Proposals/quotes that include such exceptions or alternates.

#### **D. EXCEPTIONS AND ALTERNATES TO SPECIFICATIONS**

1. If a price is bid/quoted for a substitute or alternate brand/product (anything other than the specified brand/product), then the bidder must create a detailed list of substitute/alternate items bid/quoted on a separate page or pages entitled "EXCEPTIONS AND ALTERNATES TO SPECIFICATIONS" and must enclose such pages with your Bid/Proposal submittal: including, at a minimum, the following information about each and every substitute/alternate items:
  - a. Bid Reference Number – this number shall be used to clearly identify which specified line items are being replaced with a substitute/alternate;
  - b. Bid/quoted Brand/Manufacturer;
  - c. Bid/quoted Make/Model;
  - d. Bid/quoted Part/Product Number;
  - e. Bid/quoted Detailed Product Specifications to the extent required to establish that the substitute or alternate item meets or exceeds the item specified;
  - f. Any additional information and/or documentation related to substitute/alternate items must be clearly referenced and cross-referenced to the corresponding items within the list of "EXCEPTIONS AND ALTERNATES TO SPECIFICATIONS".
2. Samples of alternate items must be made available for review upon request by the City of Hoover and, if requested, must be delivered promptly at the bidder's expense, for such review. If the bidder desires that the sample items should be returned, the bidder must include packaging materials and pre-paid postage for such return.
3. Samples will only be required for items marked "No" for compliance on the bid specification sheets, thus indicating that an alternate item is being bid.
4. Samples submitted as alternates may be subjected to testing at the discretion of the City of Hoover. Bidders are responsible for all costs associated with testing of their sample products.
5. The City of Hoover, in its sole discretion, will determine whether or not alternate items meet or exceed bid specifications. The Proposal will be disqualified if an alternate product does not meet or exceed all specifications for the specified brand/product.

#### **E. DISQUALIFICATION OF PROPOSALS**

1. Bids may be disqualified before the awarding of the contract for any reason including but not limited to the following:
  - a. Failure to deliver the Bid submittal as required;
  - b. Failure to sign and/or notarize the Bid documents;
  - c. Failure to include requested information or other details of the Bid;
  - d. Excessive errors in calculating prices or total;
2. The successful bidder/supplier will be required to submit proof of compliance with the BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT, Code of Alabama, Section 31-13-9. Failure to submit any and all such documents

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within a reasonable period of time will constitute sufficient grounds for cancellation of the contract at the sole discretion of the City of Hoover.

3. Bids may be disqualified for any other reason that may be deemed appropriate by Hoover City officials.

#### **F. METHOD OF AWARD**

1. While the bid award may be made to the lowest bidder meeting all product specifications, the City of Hoover may not award the bid on the basis of the low bid only. Quality, conformity with specifications, terms of delivery, terms of payment, past service history, and experience are among the factors that may be considered in determining the lowest responsible bidder.
2. In the event the City's first choice of Bidding vendors refuses to accept all City terms and conditions and/or other requirements without deviation, that vendor may then be disqualified. After such disqualification, the Bid may, at the sole discretion of the City, be awarded to the City's second choice and so forth and so on.

#### **G. BID PROPOSAL SHALL BE BINDING**

1. The bidder agrees that this Invitation to Bids along with the bidder's proposal and supporting documentation will, when the Bid has been awarded, constitute a lawful and binding agreement between the City of Hoover and the successful bidder.
2. The bidder agrees that, if awarded the Bid, he/she shall furnish the products and services specified within this Invitation to Bid in compliance with all terms, scope of work, conditions, specifications, and amendments which are incorporated by reference as if fully set forth herein.

#### **H. CONTRACT PERIOD**

1. This contract is for an initial period of one (1) year from date of award.
2. The contract may be extended for two (2) additional years, renewable annually, upon mutual agreement between the City of Hoover and the successful bidder.

#### **I. PROPOSAL PRICING**

1. Each item is to be bid as a price per item multiplied by an estimated purchase quantity. The estimate quantity for each item has been provided on the Bid Proposal Form.
2. Bid prices are not to exceed four decimal places (i.e., \$1.2525).
3. Unit prices quoted must remain firm for the entire period of the contract including extensions and renewals thereof.
4. In the event of a delay in awarding the Bid, Bid prices shall remain firm for sixty (60) days from date of Bid opening.

#### **J. DELIVERY**

1. Unless stated otherwise, all prices bid/quoted shall include delivery to the location(s) stipulated on the purchase order.
2. Failure to deliver products as specified, in accordance with the terms of the Bid submitted, or failure to meet promised delivery dates will constitute sufficient grounds for cancellation of the contract/order at the sole discretion of the City of Hoover.

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3. Any item needing to be exchanged or altered shall be picked up, at the bidder's expense, from any location designated by the City, within three (3) days following the date that the successful bidder was notified of a problem.

#### **K. EXEMPTION FROM SALES TAXES**

1. The City of Hoover is exempt from all sales taxes. This statement is in no way to be construed as relieving a seller or contractor of their obligation to pay appropriate taxes to each and every authorized taxing entity.
2. A copy of Hoover's Sales Tax Exemption form/documentation will be provided to you upon request.

#### **L. PRODUCT QUALITY, GUARANTEE, AND WARRANTY**

1. The bidder attests that the items offered shall be new, original brand name items that have never been refurbished, repaired, or remanufactured.
2. The City of Hoover reserves the right to make quality inspections of products by any means determined by the City.
3. The bidder certifies that, by submitting a bid, he/she is fully aware of the conditions of service and purpose for which the items included in this Bid are to be purchased and certifies that his/her offer will meet these conditions of service and purpose to the satisfaction of the City of Hoover.
4. The successful bidder shall replace all defective materials immediately upon notification except when it is clearly shown that the defects were caused by misuse and not by faulty manufacture or installation.

#### **M. RESERVATION OF RIGHTS**

1. Reservation of Rights – The City of Hoover expressly reserves the right to:
  - a. Waive minor deviations from specifications that do not impair overall functionality of the products;
  - b. Waive any defect, irregularity, or informality in any bid procedure;
  - c. Reject or cancel any or all Bids/Proposals;
  - d. Reissue the bid invitation;
  - e. Extend the bid opening time and date;
  - f. Procure any item by other means;
  - g. Increase or decrease the quantity specified in the bid invitation;
  - h. Consider and accept alternate Bids/Proposals when most advantageous to the City.
  - i. Negotiate with any bidder after proposals have been made regarding price, warranty, or any other factor being considered in this proposal.
2. The City of Hoover reserves the right to purchase any item from any supplier who has been awarded an Alabama State bid contract, a GSA contract, or other contracts made in accordance with and/or authorized by state bid laws.
3. The City of Hoover reserves the right to award the Bid/Proposal in any manner that is in the best interest of the City.

#### **N. LICENSES AND PERMITS**

1. Prior to payment for bid items/services, the successful bidder must obtain, if applicable, a City of Hoover Business License.

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2. The successful bidder must acquire all licenses and/or permits required by local and state law.

#### **O. NON-COLLUSION**

By signing the Bid Proposal Form, the bidder certifies that that:

1. The price(s) and amount of this Bid have been arrived at independently and without consultation, communication, or agreement with any other contractor, bidder, or potential bidder; and
2. Neither the price(s) nor the amount of this Bid, and neither the approximate prices(s) nor approximate amount of this Bid, have been disclosed to any other firm or person who is a bidder or potential bidder, and they will not be disclosed before bid opening; and
3. No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive bid or other form of complementary bid.
4. The bid proposal has been made in good faith and has not been developed or submitted pursuant to any agreement or discussion with, or inducement from, any firm or person who has submitted or is/was known to be submitting a competing for these items to the City of Hoover.

#### **P. ALABAMA IMMIGRATION LAW COMPLIANCE REQUIREMENTS (IF APPLICABLE)**

1. Bidder/Vendor agrees that it will fully comply with the Immigration Reform and Control Act of 1986, as amended by the Immigration Act of 1990, and the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, as amended, which makes it unlawful for an employer in Alabama to knowingly hire or continue to employ an alien who is or has become unauthorized with respect to such employment or to fail to comply with the I-9 requirements or fails to use E-Verify to verify the eligibility to legally work in the United States for all of its new hires who are employed to work in the State of Alabama. Without limiting the foregoing, Vendor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien.
2. Vendor shall also enroll in the E-Verify Program prior to performing any work, or continuing to perform any ongoing work, shall remain enrolled throughout the entire course of its performance hereunder, shall supply to the CITY a copy of its E-Verify Memorandum of Understanding and such other documentation as CITY may require to confirm Vendor's enrollment in the E-Verify Program and shall allow the CITY to inspect its records to confirm such compliance.
3. Vendor agrees that it shall, not knowingly, allow any of its suppliers, or any other party with whom it has a contract, to employ in the State of Alabama any illegal or undocumented aliens to perform any work in connection with the Project, and shall include in all of its contracts a provision substantially similar to this paragraph. If Vendor receives actual knowledge of the unauthorized status of one of its employees in the State of Alabama, it will remove that employee from the project, jobsite or premises of CITY and shall comply with the Immigration Reform and Control Act of 1986, as amended by the Immigration Act of 1990, and the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, as amended. Bidder/Vendor shall require each of its suppliers, or other parties with whom it has a contract, to act in a

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similar fashion. If Vendor violates any term of this provision, this Agreement will be subject to immediate termination by CITY.

4. To the fullest extent permitted by law, Bidder/Vendor shall defend, indemnify and hold harmless CITY from any and all losses, consequential damages, expenses (including, but not limited to, attorneys' fees), claims, suits, liabilities, fines, penalties, and any other costs arising out of or in any way related to Vendor's failure to fulfill its obligations contained in this paragraph.
5. The following language is required by § 31-13-9 (k) Code of Alabama 1975 to be placed in all contracts covered by the Act: "By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom".
6. To the extent that there is no formal written contract between CITY and the Bidder/Vendor, such as where business is conducted by purchase order, this document shall serve as the Alabama Immigration Compliance Contract. If you have received a copy of this Proposal Document and choose to do business with the CITY, it will be deemed that you have accepted the terms even if you fail to sign and return the Agreement.

#### **Q. ADDITIONAL PROPOSAL REQUIREMENTS, TERMS, AND CONDITIONS**

1. Each and every item listed must be included in your Bid or it may be disqualified.
2. In order to submit a responsive Bid, it is important that all terms, conditions, and specifications are read and understood thoroughly. Please, therefore, sign each and every page of the Bid Proposal portion of this document in the space provided at the bottom of each page and submit all such signed pages with your Proposal submittal.
3. Failure to complete the compliance questions following each section below may result in rejection of such Proposals due to non-compliance with specifications.

#### **End of General Conditions Section**



## III. BACKGROUND INFORMATION AND PURPOSE

### A. Summary

The City of Hoover is requesting bids for an integrated, robust, scalable, and user-friendly Point of Sale (POS) and Quick Service Restaurant (QSR) Kitchen Management System for use in its concessions and food & beverage operations at the Hoover Met Complex.

### B. Purpose

The City desires a solution that presents the best possible value to the City at the time it is first implemented within the City's new Finley Center, throughout the planned expansion and deployment to adjacent facilities (i.e. Hoover Metropolitan Stadium, Outdoor Recreation Fields, and Tennis Courts), and for many years of planned growth in facility utilization.

### C. The Venue

The Hoover Metropolitan Complex, located in Hoover, Alabama, consists of: (1) Hoover Metropolitan Stadium, (2) The new Finley Indoor Event Center, and (3) future plans for outdoor recreational fields, playground areas, and tennis courts. The Hoover Metropolitan Complex is managed by Sports Facilities Management (SFM). SFM was hired in August of 2016 to handle all of the complex's transactional business for the City Hoover and will provide day-to-day oversight of this system.

#### 1. Hoover Metropolitan Stadium (Opened in 1988)

The Hoover Metropolitan Stadium opened on April 18, 1988. The Hoover Met is currently home to the Southeastern Conference Baseball Tournament, the premiere college baseball tournament in the country. Hoover High School football games and area college baseball games are held at the Hoover Met as well as banquet room events throughout the year.

#### 2. The Finley Center (Under Construction)

The Finley Center will open in May of 2017. This new facility is a 155,000 square foot indoor event center capable of hosting large sports tournaments, trade shows, banquets and a myriad of other indoor event opportunities. The facility will have 82,000 square feet of clear span space which makes it conducive for trade shows, consumer shows, banquets, special events, and sporting events. Over 72,000 square feet of wood flooring within the Finley Center will accommodate eleven basketball courts or seventeen volleyball courts for tournament play. The facility will also feature a number of local sports leagues that will play primarily on weekdays.

Other Planned Features of the Finley Center:

- Walking Track
- Performance Center
- Food Court
- Flexible Meeting Rooms
- Convenience Store
- Locker Rooms

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- Clip 'n Climb Attraction
- 11 regulation-size basketball courts
- 17 regulation-size volleyball courts
- Trade show space for 300 booths
- Banquet seating for 2,400 guests
- Theatre seating for 5,000 guests

### **3. Outdoor Recreational Fields and Tennis Courts (Planned Future)**

Current plans are to open the outdoor recreational fields and tennis courts in early 2019, to host many local, regional and national events. Community leagues will also play during the week on these fields and courts.

Other Planned Features of the Outdoor Recreational Area:

- 5 NCAA regulation-size soccer/football/lacrosse fields
- 5 NCAA regulation-size baseball/softball fields
- 16 tennis courts & pro shop
- Walking track
- Playground
- Splash pad

### **4. The Hoover RV Park (Currently Being Renovated and Expanded)**

Current plans are to re-open the popular Hoover RV Park in May 2017 with 172 RV spaces and enhanced amenities.

### **5. The Parking Lot**

The parking lot adjacent to the Finley Center and Hoover Met currently accommodates approximately 3,000 vehicles. Plans are being developed for expansion of parking facilities to accommodate 5,000 vehicles.



## IV. ACQUISITION AND DEPLOYMENT PLAN

The following information is provided to give the Bidder guidance regarding the initial needs of the City (the subject of this bid solicitation) as well as the future needs of the City with regard to the POS and QSR system (i.e. future purchases of compatible hardware, software, licensing, and services).

### 1. Initial Acquisition and Deployment Includes Only the Finley Center

The hardware and software to be acquired through this bid/proposal process shall include only those devices needed to enable QSR operations within the Finley Center.

### 2. Future Growth to Outdoor Recreational Facilities

Outside Recreational Fields: In early 2019, additional hardware components will be acquired to enable QSR operations within the new Baseball/Softball Concessions Stands, Soccer/Football Concession Stands, and the Tennis Pro Shop.

### 3. "Backfill" Deployment to Hoover Metropolitan Stadium

At a future date yet to be determined, additional hardware components may be acquired to enable QSR operations within Hoover Metropolitan Stadium. The stadium currently has an existing system/solution that provides QSR operations throughout the facility and the City may elect, at some future date, to retire that existing system and expand the new system to that facility.



## V. DETAILED SPECIFICATIONS AND SCOPE OF WORK

### A. Overview of the Specified POS and QSR Management System

The Bidder shall be responsible for providing all hardware and software listed below as well as any additional hardware and software needed for a fully functioning system. It is the Bidder's responsibility to understand the design intent and provide all equipment needed to accomplish the design intent.

### B. Minimum System Features & Capabilities

The System must include all hardware, software, and services needed to provide advanced point-of-sale features for both a quick-serve restaurant environment and a concession stand environment; at a minimum, the system must include:

#### 1. Overall System Features

a. The system shall have the following primary features:

- (1) Robust and scalable POS system capable of both wired and wireless deployments in a variety of situations;
- (2) Robust and scalable Kitchen Management System capable of inventory management, labor tracking, and other features as outlined in these minimum specifications;
- (3) Customer service features including VIP incentive programs, discount pricing structures, customer tabs, and other features as outlined in these minimum specifications;
- (4) System shall be fully integrated using a centralized database and client/server architecture:
  1. Client software shall consist of:
    - a. All software and licensing required to run POS systems, Kitchen Management systems, and all other required peripheral devices;
    - b. System management client software applications and licensing required to configure and manage all system functions and reporting, capable of installation on multiple workstation clients and accessible by multiple users concurrently.
  2. Client hardware shall consist of:
    - a. All POS and Kitchen Management System hardware and peripheral devices required to implement a turn-key solution.
  3. Server software shall consist of:
    - a. Database software and licensing required for central database;
    - b. Operating system and licensing required for the server;
    - c. All supporting software and licensing required for the application(s) as specified by the software developer.
  4. Server hardware shall consist of:
    - a. Physical server that meets minimum specifications of server requirements as specified by the software

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developer, with sufficient operating capacity to allow for future expansion and growth.

- b. Expandable to incorporate future additions for concession locations for outdoor fields coming in 2018 and 2019, including:
  - (1) Support for delivering system features and services to handheld, portable devices:
    - a. Devices must be capable of supporting both wired and wireless connectivity;
    - b. Devices must be capable of taking orders, sending orders to food preparation area, on-board printing of receipts, and capture signatures on device for credit cards orders.
- c. All POS and Kitchen Management display devices to be Touchscreen displays, unless otherwise indicated.
- d. Software shall be fully integrated so that sales and inventory data from concessions, suite catering, fine dining, bars and in seat service can be contained in a single centralized database for consolidated management and reporting:
  - (1) All transactions will be transferred in detail to the central database so that all inventories can be tracked in real-time and electronic journals built for all POS locations;
  - (2) Ability to update back office software in all locations from a central point;
  - (3) Multiple users can simultaneously access the menu and pricing maintenance system via client workstations;
  - (4) Multiple users can simultaneously access the reporting system via client workstations;
- e. One year hardware and software warranty.

## 2. Point of Sale Features

- a. Notes:
  - (1) POS workstation refers to semi-permanent, wired installations at quick service counters;
  - (2) Handheld device refers to portable, handheld POS devices capable of both wired and wireless connectivity for deployment in a variety of settings;
  - (3) POS unit refers to any type of POS device, fixed or portable.
- b. Display Features:
  - (1) Customizable, touchscreen, user interface configurations for POS Units;
  - (2) POS workstations shall have two displays (cashier and customer) capable of displaying a continuous sub-total on both;
  - (3) Customizable modifier entry screen to allow quick and easy selection of modifiers during the order entry process.
- c. Physical Design Features:
  - (1) POS workstations shall be mountable on pedestals or platforms that elevate the device off the countertop so that food service space is preserved;

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- (2) Cash drawer shall be mountable underneath the concessions counter, either directly under the POS workstation or offset from the center of the POS workstation;
  - (3) POS units shall be easily relocated from one stand to another in order to satisfy varying demands of functions and events, promotions, portable carts, and remote kiosks;
  - (4) Credit card readers shall be connected to and integrated with the POS Unit;
  - (5) Each POS workstation shall have a dedicated peripheral receipt printer;
  - (6) Handheld and/or portable POS units shall have the following features for taking and processing orders:
    1. Each handheld device shall support both wired and wireless connectivity;
    2. Each handheld device shall have the same operational capabilities as POS workstations;
    3. Each handheld device shall have an integrated receipt printer.
- d. Daily Operational Considerations:
- (1) All POS units shall operate independently, capable of running and storing event data as a freestanding unit. Each POS unit shall function in full operation with the POS server or network down. Once connectivity is restored, all stored transactions must be transmitted to the server with 100% data integrity;
  - (2) POS units shall be able to be cleared in preparation of a new event from a central location either automatically or through a manual process;
  - (3) POS units shall accept a wide range of tender types and provide the ability to track and report on each. Supported tender types should include cash, credit cards, debit cards, gift cards, VIP program cards, etc.
- e. Reporting Features:
- (1) POS units shall provide on demand "X" reports at the unit/workstation level that can either be printed or display on the unit/workstation screen. Reports provide such information as Total Revenue, Net Sales, Sales counts and amounts by tender type, menu item group, and/or by individual menu item, event reporting for multi-event days;
  - (2) POS units shall provide the ability to generate and print Menu Item Sales reports at the unit/workstation level. Reports can be run for ALL menu items or a specific range of menu items, for any stand;
  - (3) POS units shall generate and print numerous different types of reports of sales information at both the unit/workstation and organization level by event, range of dates, specific dates consolidated.
- f. Customer Relationship Management Features:
- (1) POS units shall have the capability to be programmed to apply multiple discounts as percentage or item discounts and each can

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be configured to apply to only specific menu items or access by specific groups of employees;

- (2) POS units shall support stored table or tab charges, accessible from any unit in the same location;
- (3) POS units shall provide the ability to setup stored value card accounts and programs (i.e., loyalty, and/or frequent diner programs) that can be used to apply specific discounts as well as restrict redemption on specific menu item(s).

g. Other System Features:

- (1) Driver's license ID age verification;
- (2) Support for menu design, display, and exporting to digital signage;
- (3) Each POS unit shall have a unique device ID to identify it to the POS server.

### 3. Kitchen Management Features

- a. Touchscreen kitchen display systems shall be customizable so that they can be configured for a specific prep station to present, modify, print, and complete orders;
- b. Labor Scheduling capabilities for management and employees including the ability to print schedules at POS workstations;
- c. Real-time labor cost reporting;
- d. Menu costing, accounts receivable file for house charges;
- e. Inventory control management system;
- f. The system shall have the following reporting capabilities, at a minimum:
  - (1) Daily, weekly, monthly sales analysis reports;
  - (2) Beverage ratio reports;
  - (3) Revenue center sales report;
  - (4) Extensive timekeeping reports;
  - (5) Reporting can be either event or day driven;
  - (6) Extensive inventory reports.

### 4. Credit Card Processing & PCI Compliance

- a. POS system shall be designed and implemented in such way to ensure that a variety of merchant banks are available as partners in POS payment processing;
- b. Card readers and card transaction processing system shall comply with current PCI Security Standards Council requirements for Point-to-Point Encryption;
- c. Card readers and card transaction processing system shall be EMV-ready and EMV-capable in accordance with EMV Standards (chip cards);
- d. Vendor certifies that they are currently PCI and PA-DSS compliant. Vendor must also show plan to keep current with all new developments and requirements from credit card industry.

### 5. Security Features

- a. All Software shall support multiple security access levels based on user profiles with domain level security desired. Security shall be structured to allow access to only certain parts of the system, but shall also be able to restrict those parts to full access or read only;

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- b. The database management system and software shall have a minimum of three security levels:
  - (1) Daily operational level for event managers;
  - (2) Management level for event, menu, and security configuration;
  - (3) Administrator level for technical support, server configuration and access, and connectivity configuration and troubleshooting.
- c. POS units shall have a minimum of four security levels:
  - (1) Low level for cashiers to process orders;
  - (2) Supervisor level for operational oversight;
  - (3) Management level for sales and operational reporting, application configuration, and routine maintenance functions;
  - (4) Administrator level for technical support and security management.
- d. POS workstations shall connect to an electronic cash drawer that opens when a tender media key is pressed, and which prevents the cashier from making additional sales when the drawer remains open.
- e. Each transaction shall be assigned a unique transaction number to assist in audit trail.
- f. System shall provide a full electronic journal for each transaction, with optional data appended for time, date, till number, cashier ID and other pertinent transaction identifiers.
- g. All items including menu items, discounts, tenders, service charges, etc. can be configured to be accessible by specific employees or employee groups. A restricted item can be setup to require manager authorization (either via card swipe or entry of employee ID).

## 6. Technical Features

- a. System shall be run from a single central database using a single server.
- b. System shall utilize a client-server architecture and allow access from multiple workstations.
- c. Database shall be SQL.
- d. Server operating system shall be Windows based.
- e. System shall use standard Ethernet Technology utilizing CAT5/6 cabling, is IP addressable, and has no special termination requirements. Note: all devices must be IP addressable.
- f. All connections shall follow Ethernet rules and be done with standard jacks and standard RJ45 connectors.
- g. Interface capabilities shall be available in various formats such as flat file, XML, DLL provided through an open API.
- h. All tablet-based devices shall be capable of and eligible for enrollment into the City of Hoover Device Enrollment Program (done at the point of purchase) and Mobile Device Management Solution (currently AirWatch).
- i. All handheld or portable devices shall be supported for wired and wireless connectivity:
  - (1) Support for wired connectivity can be provided via docking station or direct connection.

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## C. Initial Quantities to be Provided

1. All Hardware, Software, and Licensing required to provide, at a minimum, all features described herein;
2. One (1) Centralized Database Server;
3. Twelve (12) Complete POS Workstations, each of which shall include (at a minimum):
  - a. High-Speed Touch-Screen Order Terminal with dual displays (cashier facing and customer facing);
  - b. Integrated Card Reader;
  - c. Heavy-Duty Cash Drawer;
  - d. High-Speed Thermal Receipt Printer;
4. Six (6) Complete Kitchen Display Systems each of which shall include (at a minimum):
  - a. Grill Video Order Systems With Controllers and Quick Service Software;
  - b. Grill Packing Screen (21.5") With Bump Bars;
  - c. Grill Verification Order Printers;

## D. Scope of Work For Services and Support

1. Initial Set-up including All Programming, Installation, Testing, and Training required to successfully launch and operate the system;
  - a. System shall be completely installed, configured, tested, and fully operational no later than May 16, 2017;
  - b. Training shall be completed no later than May 20, 2017.
2. On-Going Technical Support including Routine Maintenance, Software Updates, and Troubleshooting/Problem-Resolution Support for a 12 month period following acceptance of the system;
  - a. Technical Support must be U.S.-based and shall be available as follows:
    - (1) During the week-long period of the 2017 SEC Baseball Tournament (May 22, 2017 – May 29, 2017):
      - a. Authorized Technician must be locally-housed and available for on-site response 24 hours per day (must respond within 30 minutes of notification);
    - (2) During any other period (any period other than the week of the 2017 SEC Baseball Tournament):
      - a. Authorized Technician must be available as follows:
        - i. Monday thru Friday 8:00 am – 5:00 pm CT;
        - ii. One-Hour Telephone or Web-Based Response;
      - b. All other times, including Saturday and Sunday;
      - c. Two-Hour Telephone or Web-Based Response.

**End of Detailed Specifications and Scope of Work Section**

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## VI. SUBMITTAL CHECKLIST

### A. REQUIRED FULLY-COMPLETED ORIGINAL DOCUMENTS THAT MUST BE SUBMITTED IN PAPER FORM

1. Price Proposal Form
2. Bid/Proposal Submittal Agreement
3. Specifications Compliance Form
4. Specification Sheets for Products/Goods to be Provided
5. Provide Three (3) References (Customers currently using the proposed system)
6. "EXCEPTIONS AND ALTERNATES TO SPECIFICATIONS" (if needed)

### B. ADDITIONAL MATERIALS THAT MAY BE INCLUDED IN YOUR BID SUBMITTAL PACKAGE

1. Sales Brochures and Marketing Materials
2. Documentation Supporting Proof of Performance
3. Product Warranties
4. Other Materials that Document the Suitability of Products/Goods in Meeting the Needs of the City of Hoover.

**End of Submittal Checklist Section**

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## VII. PRICE PROPOSAL FORM

Item Description	Price Each	Quantity	Extended Price
All Software and Licensing, as specified	\$	Lump Sum	\$
Centralized Database Server, as specified	\$	1	\$
Complete POS Workstations, as specified	\$	12	\$
Complete Kitchen Display Systems, as specified	\$	6	\$
Other (specify):	\$		\$
Other (specify):	\$		\$
Other (specify):	\$		\$
Other (specify):	\$		\$
Other (specify):	\$		\$
Initial Set-up including All Programming, Installation, Testing, and Training required to successfully launch and operate the system	\$	Lump Sum	\$
Special On-site Technical Support during 2017 SEC Baseball Tournament (one-time)	\$	Lump Sum	\$
First Year On-Going Technical Support including Routine Maintenance, Software Updates, and Troubleshooting/Problem-Resolution Support – First Year charges (if any)	\$	One Year (1st Year)	\$
Second Year On-Going Technical Support including Routine Maintenance, Software Updates, and Troubleshooting/Problem-Resolution Support	\$	One Year (2nd Year)	\$
Third Year On-Going Technical Support including Routine Maintenance, Software Updates, and Troubleshooting/Problem-Resolution Support	\$	One-Year (3rd Year)	\$
<b>*** TOTAL BID PRICE (SUM OF ALL LINES ABOVE) ***</b>			<b>\$</b>

**NOTE: Prices shall include delivery to location stipulated by the City of Hoover**

Company Name \_\_\_\_\_

Signature \_\_\_\_\_

Authorized Official's Title \_\_\_\_\_

Date \_\_\_\_\_

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## VIII. BID/PROPOSAL SUBMITTAL AGREEMENT

**INSTRUCTIONS: COMPLETE AND NOTARIZE THIS PAGE. PLACE IT DIRECTLY BEHIND THE PRICE PROPOSAL FORM.**

**AGREEMENT:** The undersigned hereby offers and agrees to furnish the proposed materials and/or services in compliance with all terms, scope of work, conditions, specifications, and amendments within this Bid which is incorporated by reference as if fully set forth herein. The undersigned further agrees to honor the prices, attached hereto, throughout the specified term of this agreement.

The following language is required by § 31-13-9 (k) Code of Alabama 1975 to be placed in all contracts covered by the Act: "By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom."

**AGREED, BY:**

BIDDER/COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE #: \_\_\_\_\_ MOBILE PHONE #: \_\_\_\_\_

EMAIL: \_\_\_\_\_ FAX #: \_\_\_\_\_

\_\_\_\_\_  
Name of Authorized Company Official (Print or Type)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Authorized Official's Title (Print or Type)

\_\_\_\_\_  
Date

**NOTARY:**

Sworn to and subscribed before me on this date, \_\_\_\_\_

\_\_\_\_\_  
Notary's Name (Print or Type)

\_\_\_\_\_  
Signature of Notary Public

My commission expires on \_\_\_\_\_ (Date).

NOTARY  
SEAL

**End of Bid/Proposal Submittal Agreement Section**

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## IX. SPECIFICATIONS COMPLIANCE FORM

INSTRUCTIONS: COMPLETE THIS PAGE. PLACE IT DIRECTLY BEHIND THE PROPOSAL AGREEMENT FORM.

**Please select the appropriate response regarding your Bid:**

- ☐ **Yes**, the product/system/solution for which I have submitted this Bid are in full compliance with all specifications described herein.
- ☐ **No**, the product/system/solution for which I have submitted this Bid/Proposal IS NOT in full compliance with all specifications and I have attached a document entitled "EXCEPTIONS AND ALTERNATES TO SPECIFICATIONS" to describe, in detail, how the proposed product/system/solution differs from the specified product/system/solution.

Company Name \_\_\_\_\_

Signature \_\_\_\_\_

Authorized Official's Title \_\_\_\_\_

Date \_\_\_\_\_